



Bistre Nursing Home



Bistre Nursing Home, Mold Road, Buckley, CH7 2NH



01244550644

The inspection visit took place on 03/06/2026

Service Information:

Operated by:	Bistre Care Homes Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	32
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Bistre Care Home is set in a quiet location on in Buckley and provides nursing and residential care for 32 people.

People achieve good outcomes because they are supported to engage in activities they enjoy and, wherever possible, to make meaningful choices about their lives. This promotes independence, wellbeing, and a sense of control.

People experience positive outcomes because care and support is delivered in line with personalised care plans. The provider ensures daily care and routines are tailored to meet peoples' assessed needs, preferences, and wishes.

People benefit from living in a clean, well-maintained, calm, and relaxed environment. The home

provides appropriate accommodation that supports comfort, safety, and overall wellbeing.

Effective leadership and management contribute to positive outcomes for people. The provider demonstrates strong oversight and governance systems, which are used to monitor the quality of care. Areas for improvement are identified and drive continuous development of the service in line with people's needs and preferences.

Findings:



Well-being

Good

People achieve good outcomes because, where possible, they are supported to make decisions about their lives and how they spend their day. People were observed moving freely around the home, choosing to socialise with others or spend time relaxing in their bedrooms. Bedrooms are personalised with photographs and meaningful items, reflecting individuals' identities and preferences. The manager encourages people to contribute to decisions about the decoration and furnishing of the home wherever possible, promoting a sense of ownership and belonging.

People are supported to access independent advocacy services when required, ensuring their voices are heard and their rights upheld. The home promotes dignity and person-centred values through initiatives such as a 'Memory Lane' display, where people have shared personal memories, and a 'What Dignity Means to Us' board in the main corridor. This has been contributed to by residents, staff, and visitors, reinforcing a shared commitment to dignity in care. The presence of designated dignity champions further supports this ethos in daily practice.

People's physical and emotional wellbeing is supported effectively. Personal plans and risk assessments are detailed and person-centred, enabling individuals to maintain independence both within the home and in the local community. People told us they enjoy living at the service, and records demonstrate they are involved in planning activities with support from staff. Daily recordings and care documentation evidence that people are supported to access healthcare professionals when needed, with plans regularly reviewed and updated. Staff interactions are observed to be calm, kind, and respectful, which has a positive impact on people's overall wellbeing. People also benefit from regular entertainment and meaningful activities.

People live in accommodation that meets their needs. The home is clean, well-maintained, and presents a calm and homely environment. Regular checks, servicing, and maintenance ensure that the premises remain safe and suitable. Bedrooms are personalised according to individual preferences, and both indoor and outdoor areas are well cared for, with ongoing improvements enhancing the environment.

People are protected from harm through effective safeguarding measures. Systems are in place to ensure the building and facilities are safe and secure. Staff demonstrate an understanding of how to respond to incidents and are confident in reporting concerns about people's welfare. They spoke positively about management oversight, including audits used to monitor and improve practice. Recruitment processes are robust, ensuring staff are suitable to work with vulnerable people. Managers also ensure staff receive appropriate training, supervision, and support to carry out their roles safely and effectively.



Care & Support

Good

Care records provide a detailed and person-centred account of peoples' backgrounds, preferences, and what matters most to them. Personal plans contain comprehensive information about daily routines and are clearly designed to promote choice and independence. These plans are regularly reviewed and updated to reflect any changes in needs or preferences. Staff were observed consistently applying these principles in practice, recognising and building on people's strengths to support their independence. Opportunities to further promote independence are also discussed during regular resident meetings. Daily records evidence care is delivered consistently in line with individuals' personal plans.

People experience good continuity of care. The service benefits from a stable and experienced staff team who have a strong understanding of people's individual needs, routines, and preferences. This enables staff to communicate effectively and recognise when individuals may require additional support. Staff support people to attend medical appointments and follow professional health advice, ensuring timely and appropriate access to healthcare services.

People are supported to maintain good nutrition and hydration. A range of meals and snacks is available, with daily menu options clearly displayed in communal areas to promote informed choice. During mealtimes, staff were observed providing support with patience, dignity, and respect, in line with peoples' personal plans and risk assessments. People are also offered a choice of drinks and snacks throughout the day. Records demonstrate staff monitor people's weight and nutritional intake, and ensure prescribed supplements are provided where required. Management oversight includes regular audits to promptly identify and address any concerns relating to nutrition.

Medication is managed safely and effectively. People receive their prescribed medicines in a timely manner and in accordance with their care plans. Staff responsible for administering medication have received appropriate training and demonstrate competence in their roles. Regular checks are carried out to ensure medicines are stored safely, including monitoring storage temperatures in line with best practice guidance.

The environment and equipment are clean and well maintained, supporting effective infection prevention and control. Staff have completed relevant infection control training and were observed using personal protective equipment appropriately. The manager undertakes regular infection control audits to monitor compliance and maintain high standards. The service achieved a food hygiene rating of 5 (very good) in January 2026, reflecting good food safety and hygiene practices.



Environment

Good

People experience positive outcomes within a homely, welcoming, and well-maintained environment that is tailored to meet their individual needs. Each person benefits from a personalised bedroom, equipped according to their requirements, which promotes privacy, dignity, and a comfortable space to relax in. Communal areas are spacious, thoughtfully arranged, and support a range of daily activities, including a separate dining room that enhances the mealtime experience. During our visit, people were observed spending time together watching television, contributing to a relaxed and inclusive atmosphere.

The provider demonstrates a clear commitment to continuous improvement of the environment. Ongoing redecoration within the nursing wing is enhancing both the appearance and functionality of communal areas. Recent upgrades to the lounge and dining spaces, including new flooring and furnishings, have created a more comfortable and inviting setting. A newly decorated family room is also available, providing relatives with a quiet and private space when needed.

Significant efforts have been made to support people with orientation and navigation within the home. Wide corridors on the ground floor have been given meaningful names, reflecting the local town of Buckley, such as "Brick Lane" and "Daisy Lane," with engaging points of interest along the way. Features such as a popular sweet shop, where people can enjoy pick-and-mix, and a refurbished bar area in the conservatory further enhance the lived experience. People also have access to on-site facilities including a hairdressing salon and nail bar, supporting wellbeing and social engagement.

Health and safety arrangements are robust, well maintained, and subject to regular monitoring. The provider completes routine health and safety audits, risk assessments, and equipment checks, which are managed through a centralised electronic system. This enables the Responsible Individual (RI) and management team to identify and address issues in a timely manner. Personal Emergency Evacuation Plans are detailed, regularly reviewed, and updated in line with people's changing needs, ensuring their safety is consistently prioritised



Leadership & Management

Good

The provider has established effective quality assurance and governance systems to support robust oversight and continuous service improvement. The responsible individual (RI) undertakes regular visits to the service, during which they engage with people using the service and staff, and review key documentation. Reports from these visits, alongside wider quality of care reviews submitted to the provider, demonstrate thorough analysis of incidents, care and support delivery, and audit findings. These reports evidence the RI actively listens to feedback, develops action plans, and drives improvements in response to identified issues and input from professionals and people using the service. Records confirm regular management meetings are held between senior staff and the RI, ensuring effective oversight and accountability. In addition, routine staff meetings ensure care staff remain well-informed about service developments and are supported to carry out their roles effectively. Clear policies and procedures are in place to support the safe and effective operation of the home.

Staff receive a range of training and support to enable them to carry out their roles with confidence and competence. Care staff are supported to register with Social Care Wales, the workforce regulator. They complete both mandatory and role-specific training relevant to the needs of people using the service. Regular, formal supervision sessions are undertaken with the manager or a senior member of staff, providing opportunities for reflection on their practice and professional development.

People benefit from good continuity of care, supported by a consistent and stable staff team. We observed good staffing levels and some staff have worked in the home for many years. We saw staff spending meaningful time with people, providing support with daily activities and routines in a dignified and unhurried manner. Staff described working within a well-established and cohesive team, contributing positively to people's experiences. The service operates a robust recruitment process to ensure staff are suitable for their roles. Pre-employment checks include a criminal record check through the Disclosure and Barring Service which is renewed at appropriate intervals.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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